



Great Falls Job Service Workforce Center  
1018 7<sup>th</sup> St. South  
**Workshop Schedule - September 2014**  
**Call 791-5800 to pre-register**



**PEP TALK/MTCIS:**

**NEW**

- Explores strengths, interests, skills, and values in relation to education and career paths
- Assessments to discover the best fit for your next employment opportunity

**Monday: SEPTEMBER 15 10:15 AM – 12:00 PM**

**WORKIN' IT OUT:**

- 2 ½ day Workshop
- Successful workplace problem-solving skills, conflict resolution, good communications, and decision-making
- Certificate upon completion

**Scheduled: SEPTEMBER 2, 3, 4 9 AM – 12 PM and 1 – 4:45 PM**  
**SEPTEMBER 16, 17, 18 9 AM – 12 PM and 1 – 4:45 PM**  
*(SEPTEMBER 4 AND 18 morning session only, no afternoon session)*

**EXCEPTIONAL CUSTOMER SERVICE STRATEGIES:**

**NEW**

- Challenging you to develop the necessary attitude for delivering exceptional customer service
- Taking that attitude and translating it into daily action

**Thursday: SEPTEMBER 4, 18 2:00 PM - 3:45 PM**

**DOLLARS & SENSE:**

- 1 full-day Workshop
- Money management tips
- Credit reports and what they mean
- \*\*\*Must pre-register with RDI. Call 761-8721\*\*\*

**Tuesday: SEPTEMBER 9, 23 9 AM – 12 PM and 1 – 4:45 PM**

**JOBS ONLINE:**

- How to: Register with Job Service, Update profile information
- Job Search using [jobs.mt.gov](http://jobs.mt.gov)
- Using the Great Falls Job Service website

**Tuesday: SEPTEMBER 9, 23 10:00 AM – 11:30 AM**

**BASIC COMPUTER LITERACY:**

- Designed for beginners
- Topics: Computer functions; Parts of a computer system; Intro to Windows and using menus; Basic Word Processing

**Wednesday: SEPTEMBER 10, 24 10:00 AM – 11:30 AM**

**INTERVIEWING INSIGHTS:**

- Discussion of various types of interviews
- Preparation suggestions; Appropriate dress and appearance

**Wednesday: SEPTEMBER 10, 24 1:30 PM – 3:00 PM**

**RESUMES, COVER LETTERS, & APPLICATIONS THAT WORK:**

**NEW**

- Formats, style, visual appeal
- Types of applications
- How to prepare for: applications, resume creation, and online applications
- Grammar, verbiage, and content to include *and exclude*

**Thursday: SEPTEMBER 11, 25 10:15 AM – 12:00 PM**  
*(Hands-on learning in lab environment: 1pm - 3:30pm-optional)*